

I have worked for the telephone company as a customer service rep for over a year now and when I noticed that the FCC was reviewing this issue I felt I needed to issue my opinion and experience from on the job. I see customers every day that have enormous bills from accepting these collect calls from prisons. These calls seem to be anywhere from \$5-\$15 dollars for a 15 minute call. A call that with my Sam's Club calling card costs 57 cents. This is unfair not to the inmates serving time, but to the loved ones that want to speak to their sons, mothers, fathers and daughters in prison. It also causes strife between parents and kids because the inmate calls the home to their child who accepts the call because it is their mom or dad but the other parent is stuck with a phone bill they can't pay. Telling the child they can't talk with their parent.

There needs to be some sort of competition or at least regulation on what these companies can charge. Not to mention companies like Zero Plus Dialing and there \$15.00 for a one minute call!!!!!!
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I hope that you would allow their to be competition and an end to contracts for getting a jails outbound business. I am afraid it is only punishing the innocent people that miss there loved ones

thank you for your time

Mike Falkner